



## Pastigio M10R7 WiFi Digital Picture Frame with FRAMEO App User Manual

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# Pastigio



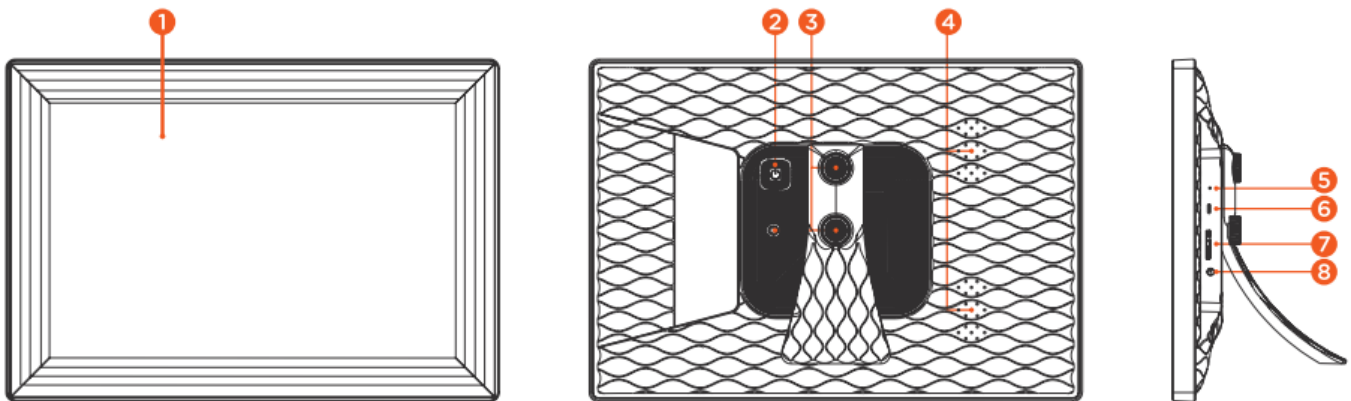
Digital  
Photo Frame  
USER MANUAL

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## Product Details and Package List

### 1.1 Product Details

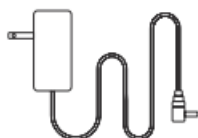


- 1. 10.1 HD IPS Screen+Touch Screen
- 2. Power Button
- 3. Slot for Stand
- 4. Speakers
- 5. Reboot Hole: Use a needle or paper clip to reboot unit.
- 6. Type C Port: Connect to PC or OTG to transfer photos and videos.
- 7. TF Card Port: Load external max 64GB micro SD memory card here for importing or exporting photos. (only support FAT32 file system)
- 8. DC Jack(Input5V/2A)

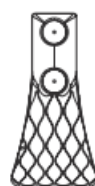
### 1.2 Package List



Frame X 1



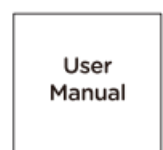
Power X 1



Stand X 1



Stand Screw X 2



Manual X 1

## Quick Start

## **NOTICE: Before Starting Using Pastigio Frame**

- The frame is NON-BATTERY powered. Please use only the original power supply that came with the package, and keep it plugged in when using it
- Make sure the frame is connected to the internet when adding friends or sharing photos via APP.
- The sharing code is only valid for 12 hours. Create a new one when the previous one is unavailable.
- Upload up to 10 photos or a video of max 15s at a time via APP. Or use a USB C drive/TF card (Maximum 64GB) to import unlimited photos at a time.
- USB C drive/TF card is only used for import photos. USB C drive/TF card can't be read directly.  
The frame only supports "fat32/NTFS drive format
- Always use the frame to manage the photos and videos. (Frameo APP can't manage frame photos)
- The frame default set sleep mode starts at 11:00 pm and ends at 7:00 am each day.

If you need any help when installing or using the digital frame, here are the ways to follow:

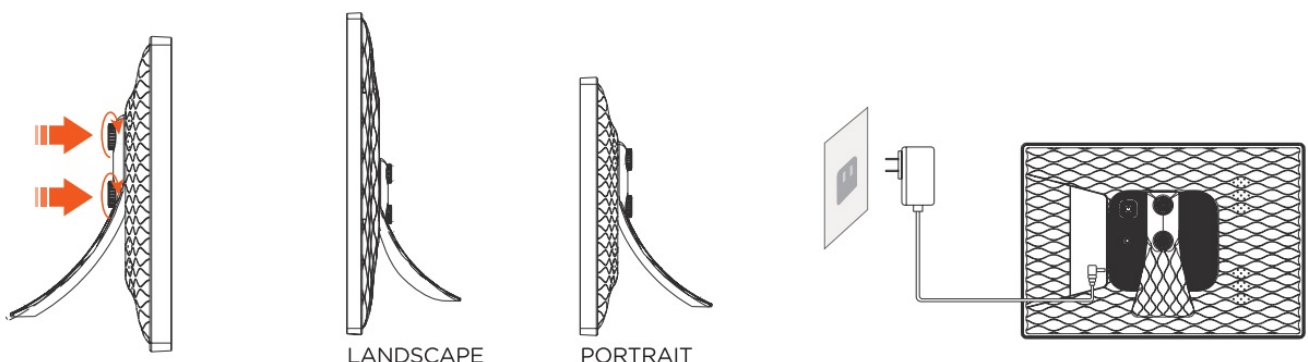
1. contact us on our product page on Amazon
2. contact us via [pastigio-service@outlook.com](mailto:pastigio-service@outlook.com)  
Our customer service team will reply you in 24hrs.

Now Let Start Using the Frame!

### 2.1 Power on

1. Flip over the photo frame and place it on a flat surface.
2. Screw the two screws into the Slots to install the Stand.
3. The frame can be placed in landscape or portrait
4. Plug one end of the AC Power Adapter into the DC jack of the photo frame, then plug the other end into a socket.

The photo frame will power on automatically once plugged in.



- How to turn off / on Pastigio frame via the power button when it's plugged in?  
Press and hold the power button for approximately 3 seconds to reboot or power off when it is on.  
Press and hold the power button for approximately 5 seconds (until the screen turns on) to power on again.  
Short press the power button to turn off/on the screen only.
- **Tips:**

Please only use the ORIGINAL adapter we provided to supply the power.

Please do not disconnect the power plug when the frame is running

## 2.2 Set the Frame

When starting your frame for the first time, you will need to set up the frame,

- Select a language. This will be the language used on the frame.
- Connect your frame to the internet by connecting it to Wi-Fi
- Select your time zone, date, and time.
- Frameo may ask you to update to the latest version.

It is recommended to update your frame before continuing if asked to

- Type your frame name and the location where you will place your frame e.g. "John Doe" and "Living room", "Kitchen" or "Office". Finally set the timezone if it's not correct yet

### Notes:

- This frame can't support 5GHz Wi-Fi, hidden networks or WPA3.
- Make sure you have entered the correct password for the Wi-Fi.
- Please contact us via [pastigio-service@outlook.com](mailto:pastigio-service@outlook.com) if the frame can't be connected to network.

When you see the following screen, it's ready to add friends and photos!





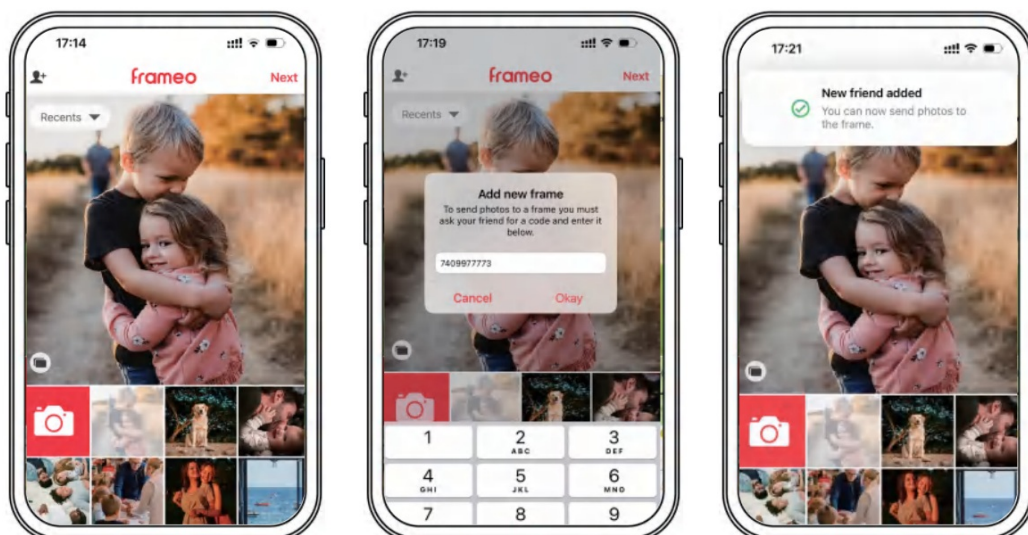
## 2.3 Send Photos and Videos Via Frameo APP

1. Search for "Frameo on App Store™ / Google Play™ or scan the QR code to download and install it on the mobile device.



**Note: Please download the latest version of the software.**

2. Launch the Frameo application. Allow apply and setting profile.
3. Click the add friend icon  on your frame. A dialog will appear showing a connection code, which is valid for 12 hours
4. Now go to the Frameo app on phone and click the add friend icon  at the top, then enter the code from the frame.




5. After the Frameo app is connected successfully with the Frame, you may select photos and videos from your phone via the app, click "Next" to choose the recipients and write a caption to share. Now the photos or videos will show on the digital frame!

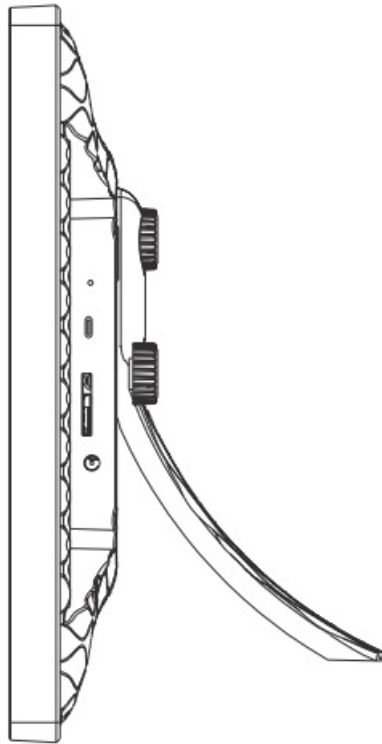
- Only 10 photos or 1 short video (up to 15 seconds) can be sent at a time.
- You can also take photos or videos directly in the app.
- You can choose more than 1 recipient to share your pictures and videos simultaneously.

## 2.4 Send Photos Via TF Card Or USB C Drive

(No Wi-Fi required)

1. Insert an TF card or a USB C drive into the TF Card Slot or the USB C Port of the frame
2. Go to Settings-Manage photos-Import photos. Before you try to import photos and videos, make sure you have external storage (e.g. TF card or USB C drive) inserted into your frame with the photos and videos you want to import

3. Start by selecting the photos and videos that you want to import onto your frame. Once selected, tap the Import Button  to start the import photos and videos.



#### **Notes:**

1. The frame supports up to 64G TF Card or USB C drive. The frame doesn't support exFAT format.
2. Photos in the USB C drive can't be displayed directly in the frame, you have to upload/import photos from USB C drive to the frame first. You also can export/copy photos from the frame to USB C drive.
3. Frame can only support one TF Card or USB C Drive at a time.
4. Please contact us by email at [pastigio-service@outlook.com](mailto:pastigio-service@outlook.com) if the frame can't support upload Via TF Card or USB C Drive.

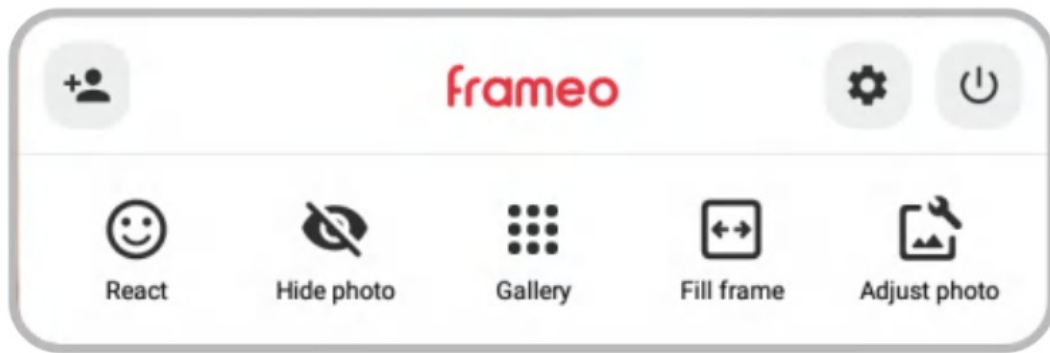
#### **If photo frame can't recognize TF card :**

1. 8G, 16G and 32G TF cards, the format must be FAT32.
2. 64G and 128G TF cards, the format default is exFAT format which our frame doesn't support. Please format it on the computer and confirm whether the format of the TF card is correct.
3. If the memory card is still not recognized, you can restart the frame after inserting the memory card.

#### **Navigating Your Frame**

Swipe left or right to go through your photos. To access the menu, simply tap once on the screen. In the menu, you will find the most used features.





### **Add friend**

This will generate a code that you can share with your friends and families so they can connect and send photos to your frame.

### **Settings**

Click the Setting button . There will be a detailed introduction later.

### **Power menu**

Tap the power icon  to access the power menu. Press  to power off, press  to restart your frame, or press ( to enter sleep mode.

**Note:** Make sure to always use the power button on the back of the device or the power button on the screen to turn the frame off. Never disconnect the power plug when the frame is running.

### **React**

Let your beloved ones to know what you think: Like, Laugh, Surprise and Sad.

### **Hide photo**

Hides the current photo or video. This means that the photo or video will no longer be shown in the slideshow or Gallery.

While the photo can be shown again through the Settings menu.

### **Gallery**

Gallery allows for a easy and fast navigation through your not-hide photos.

### **Fit to frame/Fill frame**

This toggles how the photo will be shown. The Fill frame option is the default.

The photo will be adapted so that it fills the whole screen.

It will be centered around what was selected as the most important part.

See the first picture below. Video does not have this feature.

Fit to frame will make sure that the entire photo is shown on the screen.




### **Fit to frame/Fill frame**



You can adjust the position of the photo in the frame for an even better fit.  
Here you can also use it to Rotate your photo (%) . Video does not have this feature.

### Interacting with videos

When a video is shown two additional controls are shown. One is for play/ pause of the video, and the other one is to control the volume level for video sounds

Press  to start the video playback. Press  to pause the video playback.

Press  to reveal the volume slider. Use the slider to adjust the volume level for video sounds.

Pressing  will mute the video, while pressing  will unmute the video.

## Settings

Through the settings, you can personalize your frame to your needs,

### 4.1 My Frame

#### Frame name

Set/change the name of your frame. This is also the name that connected friends and families will see in their list of connected frames on the smartphone app. The maximum number of characters that can be entered is 40. You can use numbers, uppercase, lowercase letters, and symbol emoticons.

#### Frame location

Change the location of your photo frame. This is the location displayed on your friends and family's list of connected frames which can help to distinguish frames from each other. The maximum number of characters that can be entered is 40. You can use numbers, uppercase, and lowercase letters, and symbol emoticons.

#### Set Language

Sets the language used on the photo frame.

#### Set Date

Sets the date used on the photo frame.

#### Set Time

Sets the time used on the photo frame.

#### Set Time zone

Sets the time zone used on the photo frame.


#### Enable/Disable 24-hour format

Enables or disables 24-hour time format, it will be displayed in the lower right corner of the play page.

### 4.2 Manage Photos

In the Manage photos menu, you can see how many photos are on your frame and the storage occupied. You can also see the amount of storage left available on your device for storing new photos. The photo frame memory is fixed and cannot be purchased

#### Show/Hide photos

Select which photos to hide by tapping them. Hidden photos will NOT be deleted from your frame and you can always select them to be shown again. Use  to hide or show all photos.

#### Delete photos

Select photos that you want to permanently delete from your frame by tapping the photo.

Use  to select or deselect all. And use  to permanently delete the selected photos

#### Import photos




Allows you to import photos from external storage (e.g. TF card, MAX 64GB U Disk, support FAT32 file system only)



Before you try to import photos, make sure you have external storage (e.g. TF card, MAX 64GB U Disk, support FAT32 file system only)

inserted into your frame include the photos you wish to import.

Start by selecting the photos that you want to import onto your frame.

Once selected, tap the Import Button  to start the import process.

Use  to select or deselect all photos on the external storage (e.g. TF card, MAX 64GB U Disk, support FAT32 file system only)

Use  to set the sort order of photos before import (By date and By name) and  to order by ascending/descending.

It is currently not possible to add a caption or define the most important part of the photo when using the import function.

An alternative for this is to add yourself to your friend list and send the photos using the app.

## Export photos


Allows you to export photos from the frame to external storage (e.g. TF card, MAX 64GB U Disk, support FAT32 file system only)

The export function will export all photos on the frame as well as profile pictures

## 4.3 My Friends

This list contains all the connected friends that are allowed to send photos and videos to your frame.

### Setting options for a friend

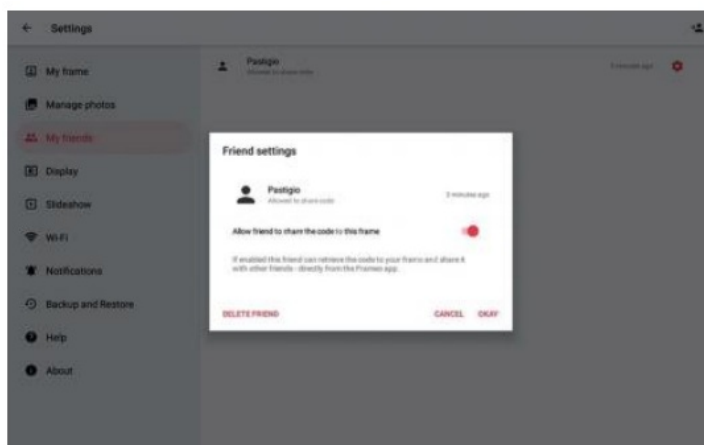
Click the icon  you can allow/disallow this friend to share the code with others.

If this is Enabled, this friend can retrieve the code of the frame from his/ her app and share it with others.


You can also delete a friend, by pressing the DELETE FRIEND button.

This will remove the friend from the list and remove their permission to send photos to the photo frame.

You will then be asked to confirm the deleted friend and if you would like to remove all photos previously received from this friend.



## Add person

To allow a new person to send you photos, simply tap the add friend button  and share the presented code in whatever way you prefer.

## 4.4 Display

### Brightness level

Adjust the brightness level of the screen

### Sleep mode

The frame offers a sleep mode that turns off the screen to reduce power consumption. The default setting is to turn off the screen at 11:00 pm and turn on the screen again at 7:00 am. To change this just set the sleep mode start/end time.

Click the Sleep mode button to turn on /off sleep mode or set the start and end time. Just tap the time part, you may change it as you wish, don't forget to click OK to save it

## **4.5 Slideshow**

### **Timer**

Set the duration that a photo should be displayed before showing the next photo, you can set the time to any time period from 1s-24h.

### **Show caption**

Set whether or not to display the captions that your friends have sent with the photo.

Switch on to display captions in the playback photo interface. Switch off, the caption will not display in the playback photo interface.

### **Fill frame**

Sets the default frame photo setting. Switch on to set the default to Fill the Frame which makes the photos fit the device screen according to the most important part of the photo. Switch off means the default will change to Fit to Frame, which means the entire photo will be shown on the screen

### **Frame background**

Sets the frame background is filled with Blurred, Black or Colored gradient

### **Photo display order**

Sets the order that your photos and videos will be displayed on the frame.

- By date : The photos and videos sent to the photo frame will be displayed in chronological order, newest to the oldest time.
- Shuffle: Photos and videos will be shuffled and shown in random order

### **Reverse photo display order**

Photos are displayed oldest to newest on Photo display order by date received or taken

### **Auto play**

Enables/disables auto play of videos in the slideshow. Videos can always be manually started regardless of this setting

### **Video playback**

Determines how videos should be played when auto play is enabled

- Loop videos: The video will loop until the slideshow timer ends.
- Play once: The video will play once and show its thumbnail, then show its thumbnail until the timer ends
- Play once and continue: The video will play once and continue to the next photo, or video, once it completes  
(Recommend)


### **Auto mute**

Automatically mute video volume after 10 minutes

### **Video volume**


Adjust the volume level for video sounds on the frame.

## 4.6 Wi-Fi

Set which Wi-Fi the frame connects to. If you are connecting to a network with a captive portal, Connection status will say that Wi-Fi login is required and show  . Tap this to enter credentials to access the network.

- Hidden Wi-Fi will not be able to find the connection.

### Wifi details

Click  to show details about the current connected Wi-Fi

### Reset Wi-Fi

Click : to delete all Wi-Fi information and restart your frame.

## 4.7 Notifications

### Show notifications

Enables/disables whether notifications are shown in the slideshow (e.g. when a new photo is received).

### Notification volume

Adjust the volume level for notification sounds

### Storage space

Enables/disables notifications shown when photo frame storage is low.

### Backup

Enables/disables notifications shown in the automatic backup has failed.

### Network connection

Enables/disables notifications showing network connection status

### New photos

Enables/disables notifications shown when receiving new photos

### New friends

Enables/disables notifications shown when new friends are added.

### Software update

Enables/disables notifications shown when a software update has been installed

### Feature news

Enables/disables notifications shown when new features.

### Date and Time

Enables/disables notifications shown when the new photos were released

## 4.8 Backup And Restore

Backup frame's photo to external storage (e.g. /TF card, MAX 64GB U Disk)

Tap it to make a backup of your photos. The time of the latest successful backup is also displayed here.

- Any existing backup on the external storage will be overridden!

### Automatic backup

If switched on, your frame will automatically take a backup within 30 hours of receiving new photos or making changes to your frame (e.g. /TF card, MAX 64GB U Disk).

### **Restore from backup**

Before you attempt to restore your photo frame, start by confirming that your backup is up-to-date. This is done by confirming the date under “Backup frame to external storage (e.g. /TF card, MAX 64GB U Disk)”. e.g. if the last backup is too old or if no backup is made, then press the “Backup frame to external storage (e.g. /TF card)” button to make a new backup.

NB: To keep both the old and the new frame operational at the same time after restoring from backup, please make sure that both frames are updated to the latest version beforehand,

If you wish to restore a backup on a photo frame that has already been set up, then you must first reset the photo frame. This is done by pressing the “Reset frame?” button. This will delete all data on the Frame and reset the Frame to its setup screen.

On the setup screen, you can select the “Restore from backup” button which will restore your frame according to the backup. If the “Restore from backup” button isn’t visible, then confirm that the external storage (e.g. /T card MAX 64GB U Disk) is correctly mounted.

### **Reset frame**

Removes all data from your photo frame. The frame will then restart. This will permanently remove all your photos, friends/connections, and settings.

## **4.9 Help**

### **Support**

Please contact [pastigio-service@outlook.com](mailto:pastigio-service@outlook.com). Please feel free to ask questions, get support, or provide feedback

### **Privacy policy**

Please visit [privacy-policy](#).

### **Open source libraries**

Opens a list of open source libraries used in the app and their licenses:

### **Share anonymous analytics data**

Sharing anonymous analytics data helps us tremendously to improve the Frame software.

Keep it switched on if you wish to help us improve Frame. Switch off to deny the sharing of anonymous analytics data.

### **Guide**

Opens the quick start guide, that was shown when you first started the frame.



## 4.10 About

### Android version

See what version of Android that is installed on the frame.

### Peer ID

This is a unique ID for your photo frame. When contacting our support, please provide this ID with your message.

### Screen resolution

Shows the resolution of screen.

### RAM

Machine's running memory.

### MAC

Shows the MAC address of your photo frame.

### Frame version

Shows what version of the Frame software is currently installed on your photo frame

### Check for update

Check if an update is available for your frame.

### Beta program

If checked the device will join the Beta program where it will receive updates more frequently and before normal release devices

## Navigating Your Frameo App



## **Frameo Home Page**

### **Add new frame**

Click the add new frame icon +8, at the top, then enter the code from the frame.

### **Select album**

Click on the ▼ icon and choose a different gallery from the phone.

### **Multi-select**

Use it to choose more photos of up to 10. You can also long-press one of the pictures to enter the multi-select photo mode.

### **Next**

Select your photos and click Next to share to frame.

### **camera**

Use your phone camera to take photos directly to share to frame,



## **Frameo APP Profile**

### **Profile photos.**

Use camera or photo from album to set your photos more personal.

### **Connected frames**

Check how many frames you have connected and what's status of frames Also, you can delete this frame you don't want anymore.

### **Settings**

Change your username, send photo setting, guide, and check your Frameo APP Version number.






### History

Check the detail delivery history.



### Clear all

Use  icon to clear all delivery history.



### Resend

Resend the history albums to the recipients,



### Delete

Delete the delivery history.

## Specification

CPU	RK3126C Quad-core ARM Cortex-A7MP Core
Memory	RAM: 1GB • Flash Storage: 16GB* for Photos & Videos
Display	10.1" HD IPS LCD Touch Screen
Operating	Android
Connection	Wi-Fi* IEEE 802.11 b/g/n
Resolution	1280*800 pixels
Orientation	Portrait & Landscape
Contrast	800:1
Brightness	280 Candelas per M2
Touch Screen	5 Point Touch
Ratio	16:10
Mounting	Removable Stand
Recording	USB C driver, TF card, Maximum: 64GB (not included, support FAT32 file system only)
Video Format	MP4
Photo Format	JPEG • JPG • PNG
Power	5V / 2A DC Power Plug

\* The operation system will take up 2-3GB memory.

## FAQ

1. What to do if you need some help from us?

2. Do I have to keep this Pastigio frame plugged in all the time?

Yes. The frame is NON-BATTERY powered. It must be kept connecting to the power when we are using it. Please pay attention to use the original adapter only.

3. Why did the frame fail to connect to Wi-Fi?

1) The photo frame only supports 2.4GHz Wi-Fi network, doesn't support 5GHz Wi-Fi. Network support for WPA and WPA2, phone hotspots. 2) If your Wi-Fi network is not on the Wi-Fi list, move your frame closer to your router or restart your frame, wait for seconds and check it again 3) It doesn't support hidden and WPA3 networks. 4) Make sure you have entered the correct password. When the password is incorrectly entered, the photo frame displays a validation error window. 5) There may be network delay, please refresh multiple times to detect Wi-Fi

4. Why did my phone APP fail to add the Frame?

1) Check to see if your phone's network is working and the frame is connected to the internet 2) Make sure to enter the correct sharing code which is valid for 12 hours. 3) There may be a network delay, please add it multiple times, or reset the photo frame and try again

5. Why did my friend fail to share photos with me via Frameo APP?

1) There may be a network failure or disconnection on either Frameo App or photo frame, 2) Please go to Settings>My friends to check whether your friend is connected or has been deleted from your photo frame. 3) Photos will not be able to be transferred if the frame is full memory. 4) The photo format is not supported. The frame supports the 'JPEG/JPG/ PNG/WEBP

6. Why did the external storage fail to upload pictures?

1) The external storage (e.g. USB C/TF) supports a maximum of 64G8 2) The drive format is not supported. The frame supports the \*fat32/ NTFS

7.1s it possible to select the photos display order by shuffle or date?

Yes, go to Settings>Slideshow>Photo display order to select by date or shuffle.

8. Why is the picture quality not clear?

The picture frame will be compressed according to the 1280 pixel according to proportion

9. What should I do if the frame freezes?

10. How to delete a friend and pictures her/his sent?

Delete a friend by Settings>My friends>setting button>Delete Friends. This will remove the friend from the list and thereby remove their permission to send photos to the frame. You will then be asked to confirm the removal and if you would like to remove all photos previously received from this friend.

11. How to turn off sleep mode?

Go to Settings > Display > Sleep mode, switch off the sleep mode

## **FCC Caution**

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference, Including interface that may cause undesired operation

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator your body. This transmitter must not be colcated or operating in conjunction with any other antenna or transmitter.

## ISED Warning

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance.

The minimum distance from body to use the device is 20cm.

## Caution

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.  
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

■ ■ ■ The symbol indicates DC voltage



RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE).

This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.

User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.

This product can be used across EU member states

EU Compliance Statement: Hereby declares that this device is in compliance with the essential requirements and

other relevant provisions of the Directive 2014/53/EU.  
A copy of the EU Declaration of Conformity is available online.

## Warranty & Customer Service

Thank you for choosing Pastigio! We really hope you will enjoy the product! Your satisfaction means everything to us!

Pastigio provides a 1-year warranty for this product, please contact us immediately if you encounter any of the following, and we will supply a replacement or refund.

1. Receiving defective items;
2. Short packaging;
3. Parts are broken in transit;
4. Item stops working within warranty;
5. Wrong order.

To provide more prompt and professional after-sale service, you may contact us via below ways

E-mail: [pastigio-service@outlook.com](mailto:pastigio-service@outlook.com)

You may scan the below QR code to email us right away,



[pastigio-service@outlook.com](mailto:pastigio-service@outlook.com)

# Pastigio

[pastigio-service@outlook.com](mailto:pastigio-service@outlook.com)

## Documents / Resources

	<a href="#">Pastigio M10R7 WiFi Digital Picture Frame with FRAMEO App</a> [pdf] User Manual M10R7, B0C4DDJLXW, B0BY1J1Z4D, B0BYHJ1NXT, M10R7 WiFi Digital Picture Frame with F RAMEO App, Picture Frame with FRAMEO App, with FRAMEO App, FRAMEO App
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